



## TRUST HOUSE<sup>TM</sup>

### Position Description

<b>Position</b>	Asset Manager
<b>Site</b>	Trust House Support Office
<b>Location</b>	4 Queen Street, Masterton
<b>Reports to:</b>	GM Housing & Infrastructure
<b>Direct Reports</b>	N/A
<b>Salary</b>	TBD
<b>Date completed</b>	20 July 2021

#### ABOUT TRUST HOUSE

Trust House is a community-owned company based in Masterton. The company operates a range of hospitality business across Wairarapa, Pahiatua, Flaxmere and Porirua, which offers employment to approx. 180 staff.

Trust House owns nearly 500 rental houses across its footprint, providing homes to those in the local community who need them most.

In addition to this, Trust House distributed \$4mil worth of grants to hundreds of community organisations in the 2019/20 year.

Trust House encourages diversity and inclusion and is committed to equal opportunity in all employment policies and procedures. Our House.

#### BUSINESS PURPOSE

The role works within the Trust House Housing team who manage all aspects of the rental housing portfolio at Trust House. Also, the team is responsible for building WOF of all commercial buildings and manages the Kourarau Dam.

#### POSITION PURPOSE

Reporting to the GM Housing & Infrastructure, the Asset Manager takes overall responsibility and management of assigned residential/commercial assets to ensure their physical and financial performance meets agreed targets and standards and is aligned with the Trust House vision. Commercial Strength for Social Good.



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### KEY ACTIVITIES

#### Major Areas of Work

- Residential & Commercial Asset Management
- Development and maintenance of an Asset Management Plan
- Short, medium and long-term Maintenance Planning
- Building Maintenance
- Hazard & Risk Management

#### Key Responsibilities

The Asset Manager is responsible for:

Ensuring that both the Commercial & Residential assigned portfolio is effectively managed, and meets Trust House social and commercial objectives, including:

- Ensuring that all properties in the portfolio are fit for purpose and comply with relevant legislation including Residential Tenancies Act, Fencing Act, Building Act, and Resource Management Act.
- Ensuring all properties in the portfolio comply with our Trust House standards.
- Regularly reviewing property amenity and condition and the suitability of properties for Trust House tenant customer base.
- Making recommendations to the GM Housing & Infrastructure on improvements to our standards and business processes.
- Alignment with Residential Tenancies (Healthy Home Standards) Regulations 2019

Representing Trust House portfolio ownership interests in forums, such as:

- Community and marae-based forums as required.
- Engaging with local authorities and other local government agencies.
- Tenancy Tribunal and Disputes Tribunal hearings.
- Council/third party-initiated requirements/requests including right of way/drainage access and easements, RMA consents, notices to remedy areas of non-compliance, compulsory acquisitions etc.
- Fencing and other property related issues affecting adjoining private owners.
- Minor capital works.
- Health and disability-related modifications.
- Assisting the GM Housing & Infrastructure by providing input into the benchmark rent review process.
- Ensuring that Trust House rents are aligned to current market levels at a property level.

#### Strategic Planning

- Contributing to the short, medium and longer-term growth and viability of Trust House through the development, communication, and implementation of strategic Housing, Infrastructure and Asset management plans.



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## Risk Management

- Responsible for managing Housing related business risks for Trust House in line with Trust House policies. This includes maintenance of robust internal controls and systems that monitor compliance with Legislation.

## Health & Safety

- Ensure compliance with Health and Safety policy and procedures by providing positive leadership and support that encourage a culture of cooperation and responsibility to ensure a safe and healthy workplace.
- Ensure Asset Management H&S policies are maintained and up to date and readily available to all managers, staff and contractors.
- Support Induction of all Asset Management related Contractors through GOSH.
- Report current health and safety issues and support the development of interventions, training and awareness.

## KEY WORKING RELATIONSHIPS

### Internal

- CEO
- Senior Management team (SMT)
- Outlet Managers
- Staff

### External

- Housing & Infrastructure Business Partners
- Council
- Contractors and Consultants
- Service Providers

## FINANCIAL DELEGATIONS

Nil

## DECISION MAKING AUTHORITY

As delegated.

## PERSONAL SPECIFICATIONS

To succeed in this position, you must have the following:

<b>Knowledge and Skills</b>	<p>A working knowledge of the relevant legislation:</p> <ul style="list-style-type: none"> <li>• the Building Act 2004,</li> <li>• the Residential Tenancies Act 1986 and subsequent amendments,</li> <li>• the Resource Management Act 1991,</li> <li>• the Health &amp; Safety at Work (Asbestos) Regulations 2016,</li> <li>• the Health and Safety at Work Act 2015, and</li> <li>• General Risk &amp; Workplace Management</li> </ul> <p>Demonstrated working knowledge of:</p> <ul style="list-style-type: none"> <li>• Asset Management</li> <li>• Building Maintenance, and</li> </ul>
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	<ul style="list-style-type: none"> <li>• Building Maintenance Plans</li> </ul> Desirable, knowledge of: <ul style="list-style-type: none"> <li>• Infrastructure Development, and</li> <li>• Housing Development</li> </ul>
<b>Experience Level</b>	3-5 years' experience in Asset Management
<b>Qualifications &amp; Courses</b>	A relevant Tertiary qualification, or A relevant Trade qualification supplemented with industry experience.
<b>Specific Job Requirements</b>	Class 1 Drivers licence

### TRUST HOUSE PROFESSIONAL DEVELOPMENT FRAMEWORK

Trust House Professional Development Framework (THPDF) – the over-arching framework for the progressive and ongoing development of successful Trust House members.

<b>Values</b>	<p>The TRUST HOUSE values are prioritised and defended. Values influence goals and form the touchstone for decision making. Internalising these values, modelling them, and instilling them in the everyday lives of the people within the workplace is a core responsibility of TRUST HOUSE members. The 5 key Values are:</p> <ul style="list-style-type: none"> <li>• Respect</li> <li>• Innovation</li> <li>• Commitment</li> <li>• Collaboration</li> <li>• Humility</li> </ul>
<b>Leadership</b>	<p>Effective Managers demonstrate an ability to think through complex decisions in a systematic way and demonstrate an understanding of second and third order consequences of their decisions.</p>
<b>Expertise</b>	<p>Managers must display the following competencies:</p> <ul style="list-style-type: none"> <li>• Resource Management - Demonstrate logical planning skills to maximise resources and efficiencies and minimise risk. They effectively and efficiently manage workflow, maintain work standards, and organisational performance.</li> </ul> <p>Resource Management can be demonstrated as follows:</p> <ul style="list-style-type: none"> <li>• Demonstrates effective planning skills.</li> <li>• Uses a structured and methodical approach to planning, utilising timelines and milestones.</li> <li>• Determines project/assignment requirements by breaking them down into tasks and identifying types of equipment, materials and people needed.</li> </ul>



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	<ul style="list-style-type: none"> <li>• Understands the reasoning behind key work policies, practices and procedures.</li> <li>• Sets standards and/or work procedures which achieve a high level of quality, productivity, service or safety.</li> <li>• Enforces safety regulations and procedures and supports regular work safety checks.</li> <li>• Detects and reports unsafe working conditions and safety problems.</li> <li>• Conducts required TRUST HOUSE and national compliance training, checks and reporting.</li> <li>• Creates and manages information to a high standard of accuracy and accountability.</li> </ul>
<b>Smart Thinking</b>	<ul style="list-style-type: none"> <li>• Recognises and reviews tough problems from different perspectives and levels of analysis.</li> <li>• Looks beyond 'symptoms', obvious patterns or superficial indicators to identify the root cause(s) of situations.</li> <li>• Uses cause and effect tools to inform decision making.</li> <li>• Develops criteria to evaluate success.</li> <li>• Demonstrates flexibility: Is able to alter plans, actions or structures in order to adapt and change.</li> </ul>
<b>Influence</b>	<ul style="list-style-type: none"> <li>• Builds trust through the effective management of systems that are essential for the team/s.</li> <li>• Works to ensure they and the team/s develop trust with the people, organisations, and communities they interact with.</li> <li>• Assesses, develops and if necessary, uses support structures to ensure their members and teams function effectively under pressure.</li> <li>• Uses facilitation skills and processes to run effective meetings.</li> <li>• Seeks opportunities to build social capital with members of other teams and organisations in order to maximise the success of relationships.</li> <li>• Builds connections and collaboration across dispersed teams.</li> <li>• Adopts a planned approach to building networks and actively manages key relationships.</li> <li>• Applies mediation and negotiation as appropriate in conflict situations. Remains impartial and engaged with disputing sides over extended periods of time.</li> </ul>
<b>Positive Culture</b>	<ul style="list-style-type: none"> <li>• Develops others' knowledge and skills in applying empathetic leadership.</li> <li>• Provides the background and reasoning to an instruction or directive.</li> <li>• Seeks to understand the motives of others and harness them in achieving aims and outcomes.</li> <li>• Readily adjusts approaches that do not work.</li> <li>• Actively promotes and reinforces the desired culture.</li> <li>• Engages the team in an active assessment of morale and culture.</li> </ul>

### SIGNATURE

Position Holder's Name:

Position Managers Name:

Signature:

Signature:

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_